

Service Agent's License Study Guide



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Purpose and Objective

- This study guide will assist you with the service agent examination which you must pass to obtain your service agent license.

Examination

- Before you start, a brief explanation about the exam.
- The examination will test your knowledge of your legal rights and responsibilities as a service agent when performing your work. It will not ask any questions about diagnosing problems or your ability to repair devices.

What to Expect

- When you take the exam you will be given one of the three sets of questions (A, B, or C).
- This means you may not have the same set of questions as another person taking the exam.
- Each exam consists of a series of 25 multiple-choice questions.

How to Pass

- A passing grade is 70 percent or better.
- You will need to answer 18 questions correctly to pass.
- The content of this guide will help you to answer those questions.

References

The questions for the exams were all developed from the information found in the:

- California Business and Professions Code, Sections 12500 through 12544; and
- California Code of Regulations, Field Reference Manual, Title 4, Division 9:
 - Introduction
 - General Code [1.10]
 - Definitions
 - Chapter 4

Study Guide Starts Here

- There are many words and phrases you will encounter in your work that have specific meanings in law.
- You will need to know the definitions on the following pages as you may be asked the meaning of any one of them.
- If you want to see all the definitions, go to **Definitions** in the California Code of Regulations.

Definitions



Accurate:

Refers to a device that meets all tolerances (performance requirements) but may not meet the specification requirements. Compare this to the definition of **correct**.

Analog Device:

A **system of indications** or recordings in which values are presented as a **series of graduations in combination with an indicator**.

Commercial Device:

A device used to determine a weight, measure or count of any commodity being sold or purchased; or when a charge for service is based on weight, measure, or count.

–Includes a tool or accessory used with or connected to it.

Definitions

Correct:

- ✓ A device that meets all of the Tolerances and Specifications.
- ✓ Must be type-approved.
- ✓ Cannot be adversely affected by environmental factors, including but not limited to wind, weather and RFI (Radio Frequency Interference).

Definitions

Device:

Any weighing or measuring equipment used for commercial purposes.

Main Graduation:

The primary or principal subdivision of a graduated series.

Non-retroactive:

Regulations that apply only to devices manufactured after an effective date.

Definitions

Over-registration:

An indicated value that is more/greater than the actual value of the product measured.

Placed-In-Service:

The permitting of a correct and type-approved device to be used pending re-inspection by a county sealer. Also submitting a device to a sealer for verification.

Repair:

To provide maintenance, or to install, adjust, recondition, or service a device.

Definitions

Retroactive requirement:

Applies to all devices.

Type-Approved:

Applied to a weighing or measuring device, a type or design that has been issued a Certificate of Approval by the Department of Food and Agriculture.

Under-registration:

An indicated value that is less than the actual value of the product measured.

Service Agency Information

- Although the exam is for service agents you must know the responsibilities of the agency you work for. Some of these responsibilities will be the result of actions you take during your work.

Requirements

A Service Agency:

- is a person or company that receives payment of any kind for repairs to commercial weighing and measuring devices.
- employs a Service Agent.
- must have a copy of the California Code of Regulations (Field Reference Manual).

Requirements

- Each **Service Agency/Agent** must notify the **County Sealer** of repairing, adjusting, or placing into service, any commercial weighing or measuring device. The notice must be **in writing and transmitted within 24 hours**.
- If a County Sealer intends to suspend the registration of a Service Agency, a copy of the proposed action must be forwarded immediately to the Department of Food and Agriculture.

Requirements

- A Service Agency/Agent must have available suitable and sufficient standards that are permanently and uniquely identified.
- These standards must be certified at least **every two years** unless there is supporting data extending this period.
- The metric system and metric devices can be legally used in California.

Service Agent Responsibilities

- As a Service Agent you have certain legal responsibilities that you must comply with in your work.
- First you must have a service agent license.

Service Agent License

- A Service Agent's **license** is valid for **5 years**.
- A **70%** or better is required to pass the Service Agent licensing exam.
- You do **not** have to be a resident of California to be a Service Agent.
- You must be employed by a Service Agency.
- You can renew a current license up to 90 days prior to the expiration date of your present license.

Identifying Your Work

- Whenever you repair a device you must **identify** your work with **an adhesive tag or label**. There are specific requirements for the label.

Identification Requirements

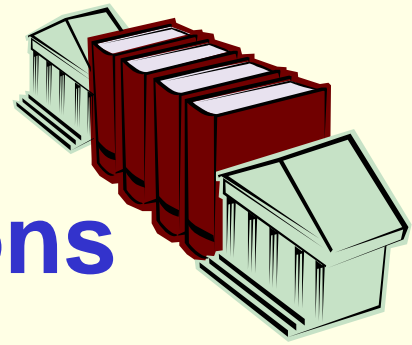
- Service Agent's Identification **Adhesive Tag** or Label must show five things:
 - Name of Service Agency.
 - Telephone number of Service Agency.
 - Registration number of Service Agency.
 - License number of Service Agent.
 - Date.
- **Adhesive tag** or label must be put in a **conspicuous place.**

Service Agents Rights/Authority

- It is a misdemeanor for anyone to obliterate or unlawfully remove a county sealer's tag.
- Service Agents have authority to remove a Sealer's "Out of Order" notice (red tag).
- Service Agents have the authority to place a correct and type-approved device "in-service" for commercial use, pending re-inspection by a Weights and Measures Official.

Knowing the Regulations

- As was mentioned earlier, the exam questions come from certain parts of the California Code of Regulations found in the Field Reference Manual.
- Understanding the organization of these regulations will help you in your work.



California Code of Regulations

The California Code of Regulations Section 4000 is divided into many code sections:

- **General Code** - applies to all devices.
- **Specific Codes** - apply only to certain devices.
- If a **conflict or contradiction** exists between the General Code and a Specific Code, the **Specific Code takes precedent.**

California Code of Regulations

- Paragraph Designations -

- The General code and each specific code are divided into designated paragraphs.
- Similar requirements are grouped together.
- Groupings:
 - **Application**
 - **Specifications**
 - **Notes**
 - **Tolerances**
 - **User Requirements**

California Code of Regulations

- Paragraph Designations-

- **Application:**

- To determine which code you should use for a particular device you should look at the Application section. This section tells you to which device a specific code applies. Application sections are used by field inspectors and service agents.

California Code of Regulations

- Paragraph Designations -

Specifications:

- Related to the design of the equipment and are directed primarily at the manufacturer of devices. For example:

Repeatability:

"a device shall be capable of repeating, within applicable tolerances, its indications and recorded representations."

California Code of Regulations

- Paragraph Designations -

Notes:

- Contains testing procedure notes.

Tolerances:

- These are the performance requirements, or error allowances for a device.
- An Agent must **adjust a device as close to zero error** as practicable.

California Code of Regulations

- Paragraph Designations -

User Requirements:

- These deal with selection, installation, use and maintenance of a device. An example:
- Part of the installation requirement is that ***“equipment shall be suitable for the environment in which it is used including but not limited to the effects of wind, weather and RFI*** (Radio Frequency Interference).

Repairing Devices



- When you repair devices and place them back into service there are many requirements you must be aware of and must follow.
- Remember, any **violation** of these regulations is a **misdemeanor**.

Repairing Devices

- A commercial device must be installed in accordance with the manufacturer's instructions.
- The characteristics of the foundations, supports or any other detail of the installation shall not adversely affect the performance of a device.

Repairing Devices

- For a device to be **correct**, it must meet **accuracy requirements** and **specifications**, as well as User Requirements. For example it also must ***not* allow Radio Frequency Interference** to cause deflections in digital indications or printed representations.

Repairing Devices

- A **device** and its **associated components** that affect the metrological aspects of a commercial transaction **must be type-approved** and have a Certificate of Approval.

Repairing Devices

- Any **software** added and **interfaced** to an already “placed-in-service” commercial device, that allows manipulation of metrological data, **must be type-approved**.
- If several devices are placed into service in several counties on the same day, all of the county sealers must be individually notified.

Repairing Devices

- If several devices were serviced or repaired at the same location then the Service Agent must place his/her adhesive tag or label on **each** device.
- Weighing and measuring elements that are adjustable must be adjusted to correct only those conditions that such elements are designed to control, and **must not be adjusted to compensate for defective or abnormal installation, or badly worn or defective parts.**

Repairing Devices

- If a Service Agent **cannot repair** a “red-tagged” device, the Service Agent **must replace** the “red-tag” on the device.
- Whenever a commercial weighing or measuring device is adjusted, adjustments must be made so as to bring the **performance errors as close as practicable to a zero value.**

Repairing Devices

A device must be:

- correct when placed into service; therefore, a Service Agent should completely test a device, not just fix the problem stated on the county sealer's "out of order" tag.
- **capable of repeating**, within prescribed tolerances, its indications and recorded representations. ***(This is a Specification)***

Repairing Devices

- **Adjustable elements** shall only be adjusted to correct for those conditions the elements are designed to control. **They shall not be used to compensate for badly worn or defective parts.**
- If someone other than a licensed Service Agent repairs a device that person cannot place the device into service.

Exam

- You have now reviewed the information you will need for the exam.
- On the next page is a sample question to familiarize you with the type of questions you will be asked.

Sample Question

- After repairing a device you must notify the county sealer
 - A. Of your next appointment
 - B. By telephone
 - C. In writing within 24 hours
 - D. In person

Choose A, B, C, or D.

The answer is on the next page.

Answer to Sample Question

- The correct answer is **C**.
- Your placed-in-service notice must be in writing and transmitted to the county sealer within 24 hours.

End of Study Guide

- We hope you found the study guide useful and wish you success with the exam.
- If you have any comments or suggestions about this study guide, please contact us by email at dms@cdfa.ca.gov